

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)	
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Thomas BATEMAN et al.)	Group Art Unit: Unassigned
)	
Application No.: Unassigned)	Examiner: Unassigned
)	
Filed: September 17, 2003)	Confirmation No.: Unassigned
)	
For: METHOD AND SYSTEM FOR)	
COORDINATING DATA AND VOICE)	
COMMUNICATIONS VIA CUSTOMER)	
CONTACT CHANNEL CHANGING)	
SYSTEM)	

FIRST
INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure as set forth in 37 C.F.R. § 1.56, Applicants hereby submit the following information in conformance with 37 C.F.R. §§ 1.97 and 1.98.

All of the listed documents were previously made of record in prior Application Serial No. 09/950,801, filed September 13, 2001, upon which Applicants rely for the benefits provided in 35 U.S.C. § 120. In accordance with 37 C.F.R. § 1.98, copies of the listed documents are not included.

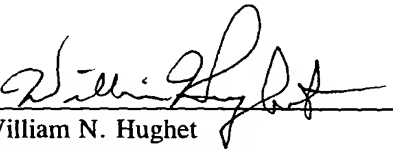
The documents are being submitted within three (3) months of the filing or entry of the national stage of this application or before the first Office Action on the merits, whichever is later. Since documents are being filed within the time period set forth in 37 C.F.R. § 1.97(b) no fee or statement is required.

To assist the Examiner, the documents are listed on the attached form PTO-1449. It is respectfully requested that an Examiner-initialed copy of this form be returned to the undersigned.

Respectfully submitted,

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Date: September 17, 2003

By: 
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Substitute for forms 1449A/PTO & 1449B/PTO	ATTORNEY'S DKT NO. 025000-073	APPLICATION NO. Unassigned
	APPLICANT Thomas BATEMAN et al.	
	FILING DATE September 17, 2003	GROUP Unassigned
	FIRST INFORMATION DISCLOSURE STATEMENT BY APPLICANT	

U.S. PATENT DOCUMENTS				
Examiner Initials	Document Number	Kind Code (if known)	Name of Patentee or Applicant of Cited Document	Issue/Publication Date (MM-DD-YYYY)
	4,789,962		Berry et al.	12-1988
	4,969,185		Dorst et al.	11-1990
	5,001,710		Gawrys et al.	03-1991
	5,155,806		Hoeber et al.	10-1992
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	5,428,608		Freeman et al.	06-1995
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	5,479,487		Hammond	12-1995
	5,500,891		Harrington et al.	03-1996
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	5,557,668		Brady	09-1996
	5,563,805		Arbuckle et al.	10-1996
	5,619,508		Davis et al.	04-1997
	5,694,546		Reisman	12-1997
	5,706,507		Schloss	01-1998
	5,884,032		Bateman et al.	03-1999

FOREIGN PATENT DOCUMENTS					
Examiner Initials	Document Number	Kind Code (if known)	Country	Date of Publication (MM-DD-YYYY)	Translation Yes No

NON PATENT LITERATURE DOCUMENTS	
Examiner Initials	Include name of author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.

Examiner Signature		Date Considered	
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with M.P.E.P. § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.